



# ROCB e-Newsletter

WCO Asia Pacific Regional Office for Capacity Building

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## In This Issue:

### WCO WORKSHOP / MEETING

- The visit of Korea Customs Commissioner, Thailand (February)
- WCO Regional Workshop on Leadership and Management Development, Malaysia (January)
- Integrity Development Workshop for ASEAN Members, Brunei Darussalam (February)
- WCO Regional Workshop on Post Clearance Audit (PCA), India (March)
- Head of ROCB visited Fiji Customs and OCO Secretariat (February)
- Head of ROCB visited Nepal (March)

### SPECIAL TOPICS

1. **Experience of Accredited Experts**
  - First Mission as Regional Expert: Fruitful and Enriching (article by Mr. Jun XU)
2. **Members' good practice**
  - Customs Clinic: The Royal Thai Customs Department
3. **How to Enjoy the Benefit of Regional CB Activities**
  - Four Small Hints from the ROCB

### Future ROCB Capacity Building Activities

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### The visit of Korea Customs Commissioner

Mr. YOON Young Sun, the Commissioner of Korea Customs Service, visited ROCB on 8<sup>th</sup> February 2011 following a bilateral meeting with Thai Customs.

Mr. Yoshihiro Kosaka, Head of ROCB welcomed his team and introduced ROCB activities to Mr. Yoon. Mr. YOON highly appreciated ROCB's efforts to provide excellent support to the Customs administrations of the Asia Pacific region and assured ROCB of KCS' continued contribution to ROCB activities.



### The visit of Korea Customs Commissioner

## WCO Regional Workshop on Leadership and Management Development

The WCO Regional Workshop on Leadership and Management Development was held in Royal Malaysia Customs Academy (AKMAL), Malaysia from January 17 to 28, sponsored by CCF/Japan. A total of 24 Customs officials from 19 Member Administrations participated in the workshop. Two Experts from the WCO secretariat joined as resource persons and Mr. Shigeaki Katsu and Mr. Zhang Shujie from ROCB also joined to support.

It is the first pilot project with the theme on “leadership and management development” with the time span of two weeks. The tenet is to help Customs middle-management officers to develop their management skills, further aiming to contribute to the organization development and modernization of their respective administrations. The 10-day workshop adopts a mixed training methodology such as presentation, plenary discussion, story-telling, role-playing, self-assessing and etc. All these are applied to ensure more intensive and interactive sessions are carried out to help participants to reflect, build on their management and leadership skills. In addition, Malaysia Customs invited all the participants to join International Customs Day celebration in Kuala Lumpur organized by Malaysia Customs.



## WCO Regional Workshop on Leadership and Management Development

## Integrity Development Workshop for ASEAN Members

From Feb. 20-21 2011, Integrity Development Workshop for ASEAN Member States was held in Bandar Seri Begawan, capital city of Brunei Darussalam. This workshop was organized under the ROCB/ASEAN Short-Term Work Plan on Capacity Building which was developed after a request by the ASEAN DGs and Commissioners as well as WCO/ASEAN Secretariat Consultation Meeting held on June 2010 in Thailand.

The workshop took place back to back with the ASEAN Capacity Building Working Group (CBWG) Meeting and was facilitated by Mr. Andrey Shabanov, Technical attaché, Capacity Building Directorate, World Customs Organization (WCO) and Mr. Shigeaki Katsu, Deputy Head ROCB. A total of 34 participants from 8 ASEAN Members States, including two officials from ASEAN Secretariat and several observers from Brunei Customs attended the workshop.

In the workshop, Mr. Shabanov gave detailed explanations on the WCO Integrity Strategy including 10 elements of the Revised Arusha Declaration, WCO Integrity Development Cycle and introduced Integrity Case Study.

The participants divided into groups and discussed identifying common integrity problems in the region by using “Integrity self-assessment sheet” and came up with the draft Integrity Development Action Plan. The group draft action plan is consolidated as the final Integrity Development Action Plan which can be linked to the Activities of the ASEAN Member States.

It was agreed that the ASEAN Capacity Building Working Group would periodically review and monitor its Action Plan and ASEAN Secretariat will coordinate as necessary for this purpose. Based on the feedback from the participants and ASEAN Secretariat as well as

ASEAN CBWG, WCO/ROCB will introduce their follow-up activities as one of the best practices via this e-news letter and other appropriate occasion.



Integrity Development Workshop for ASEAN Members

#### WCO Regional Workshop on Post Clearance Audit (PCA)

The Regional Workshop on Post Clearance Audit (PCA) was held at the National Academy of Customs, Excise & Narcotics (NACEN), WCO Regional Training Center in India on 28 February – 4 March 2011. The workshops included customs officials from Asia Pacific member administrations, one representative from OCO secretariat and experts from WCO and Japan Customs, a total of 37 participants attended this workshop. The workshop was facilitated by experts from WCO, ROCB and Japan Customs.

This workshop consisted of several useful programs which included presentations of the WCO's Revenue Package programme and further developments in relation to PCA and Valuation Controls by the representative of WCO, introduction of good practices on PCA from the United Kingdom & Japanese experience, case studies on valuation, royalty and others by 19 participants and role-playing prepared by Japanese experts.

Especially, through group discussion in which all participants were involved, the action plan

on how to bridge the gap between good practices on PCA and current situations of member administrations was deducted as a milestone for its implementation by member administrations.

As PCA is a extremely important factor of Customs Administrations to facilitate trade when the volume of trade is increasing, ROCB will give continuous support for development of member administrations' PCA system.



WCO Regional Workshop on Post Clearance Audit (PCA)

#### Head of ROCB visited Fiji Customs and OCO Secretariat

At the invitation of the Head of the Oceania Customs Organization (OCO) Secretariat, Mr. Yoshihiro Kosaka, Head of ROCB visited the OCO Secretariat on Feb. 10<sup>th</sup> 2011 and discussed a number of key issues related to capacity building for OCO member countries. They talked about, among other things, the outline of the OCO and its working environment, Post-Clearance Audit pilot project and the future capacity building activities including the move towards the proposed establishment of a Regional Training Centre. They agreed to enhance exchange of information on their respective activities and to work together for the capacity building of OCO member countries. OCO is an organization aiming at promoting efficiency and effectiveness in all aspects of Customs administrations in Oceania, with particular

emphasis on the needs of Customs administrations of developing countries. Currently, there are 23 members and its Secretariat is located in Suva, Fiji. OCO and the WCO concluded MOU and are working together for the capacity building of their members.

Following his visit to OCO Secretariat, Head of ROCB visited Fiji Revenue and Customs Administration (FRCA) on Feb. 11<sup>th</sup> 2011. He discussed a number of key issues on the customs reform of FRCA with Mr. Jitoko Tikolevu, Chief Executive Officer, and other top executive officials of FRCA. During this visit, thanks to the cooperation by FRCA, he visited customs offices at the sea port, airport and Container Freight Station (CFS) and observed FRCA operation. This opportunity greatly helped him improve the understanding of FRCA working environment. ROCB will continue to work together with FRCA to support their customs reform program. Fiji Customs was established in 1999 combining 2 government departments, Inland Revenue Dept. and Customs and Excise Dept; it collects 87% of total government revenue. FRCA has been enthusiastically working on customs reform program in cooperation with the WCO and ROCB and, as part of their effort, FRCA acceded to RKC in 2010, is planning to implement Time Release Study (TRS) and to introduce X-ray machines for their operation.



Head of ROCB visited Fiji Customs and OCO Secretariat

## Head of ROCB visited Nepal

The Head of ROCB, together with an expert from India, visited Kathmandu on 8-11 March 2011 to conduct a national workshop on the RKC which specifically designed to meet the needs of Nepal Customs. During the 4-day workshop, two experts explained what is RKC, how RKC can contribute to the Nepal economy through the adoption of principles specified in the RKC and at the same time worked hand in hand with Nepal Customs representatives to help them compare requirements of RKC and the national legislation of Nepal. After the careful examination of national legislation, both experts and Nepal customs are confident to move forward for the early accession to RKC.

Nepal Customs has been steadily implementing its 4-year customs reform and modernization plan since 2009 and RKC has been identified as one of the key tools to achieve their reform goal. For this purpose, Nepal Customs has established a working team to perform necessary tasks and requested the WCO and ROCB to conduct this workshop. After this workshop, Nepal Customs enhanced its confidence to move forward and committed to continue their intensive work towards the early accession to RKC, when necessary, with support from the WCO and experts.

During his visit, he also had a meeting with Revenue Secretary of Ministry of Finance and representative of JICA (Japan International Cooperation Agency) and requested support for the reform and modernization efforts of Nepal Customs.



Head of ROCB visited Nepal

## *Experience of Accredited Experts*

### **First Mission as Regional Expert: Fruitful and Enriching**

Jun XU<sup>1</sup>

Invited by the WCO, I was honored to conduct my first mission as WCO Accredited Customs Modernization Advisor to Islamic Republic of Iran Customs Administration (IRICA) from 17 to 22 July 2010. Together with Mr. Alan Hall, team leader, I facilitated the Workshop on Columbus Program Phase II. Thanks to the joint efforts by the WCO secretariat, IRICA and the facilitators, the workshop came to be quite successful and a strategic action plan of IRICA Customs modernization has been drafted. Based on my personal experience, it will be significant to review how regional experts can contribute to capacity building initiatives.

In February 2009, the first Asia Pacific Regional Accreditation Workshop on Customs Modernization Advisors (CMA) was held in India, and I was honored to be selected and nominated by China Customs given my substantial involvement of WCO matters and rich experience in Customs international cooperation. Luckily, three participants including me were accredited as CMA for the first stage. Thanks to the support of the WCO Secretariat and ROCB AP, I got this opportunity to join Iran mission. While receiving the request, leaders and colleagues at China Customs provided me due support. I, myself, managed to make any necessary preparation, collecting relevant information about IRICA, read through the diagnosis report, consulting team leader. During the workshop, I could successfully transfer the key tools of strategic planning like stakeholder analysis, SWOT analysis and etc. to Iran colleagues.

To me, the success of the mission also means that I could pass the second stage of accreditation. More importantly, I gain more understanding of the various WCO instruments. I also benefit much from Iran colleagues' experience and expertise. I am impressed with their hospitality. Looking ahead, I will be glad to contribute to more capacity building activities if possible, thus bringing benefits to our regional members.

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<sup>1</sup>Mr. Jun XU, Team Leader of WCO Affairs, General Administration of China Customs (GACC); also WCO Accredited Customs Modernization Advisor.

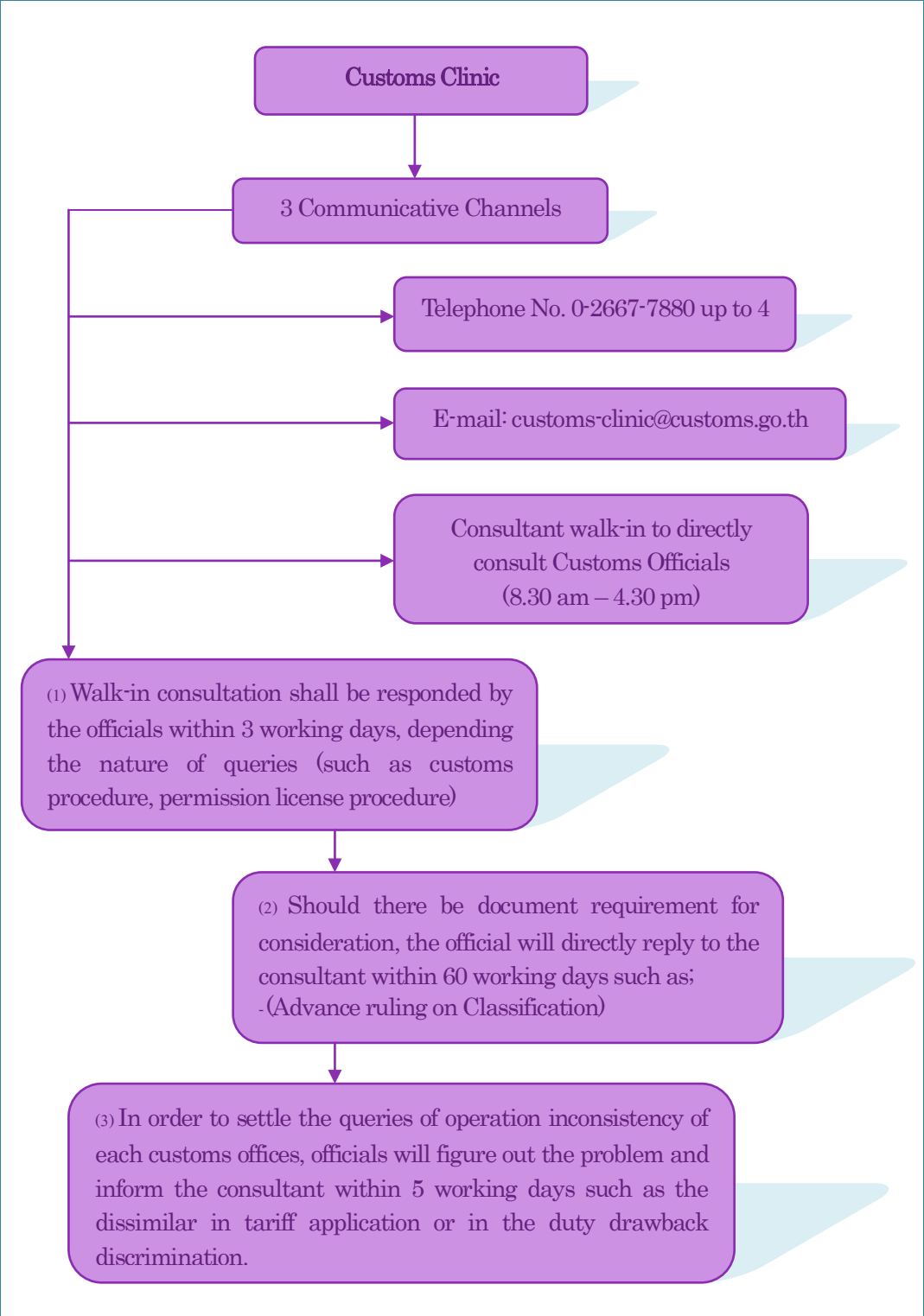


**Member's Good Practice**  
**Customs Clinic**  
**The Royal Thai Customs Department**

In order to enhance various aspects of Trade Facilitation, the Royal Thai Customs Department established a Customs Clinic to present and communicate the required information for business operators and travelers. The Customs Clinic provides information of customs procedures for import and export. For example, Advance ruling on Classification and Valuation services for importation or Certificate of origin processing and administrative procedures, especially paperwork and information submission.

In addition, Customs Clinic acts as a contact point which provides a preliminary consulting and coordinates with other relevant customs offices or other government agencies and then communicates to the consultant about the solutions within time limitation. Moreover, Customs Clinic regularly informs the Director-General about the Clinic's performance, listed problems or barriers in the next first day of the week, in addition to reporting, Customs Clinic provides those problem discriminations as the resolutions by publicizing to every sectors concerned, for the purpose of the establishment of customs operation standard. Another role of Customs Clinic is to set up the solutions to any barriers to trade occurred with business operators directly such as setting up the solution of the operation dissimilar of each customs offices and introducing the resolutions to public for its usefulness can be applied for customs operational developments afterwards.

The website [www.customs.go.th](http://www.customs.go.th) was set up to be a median to the communication between the business operators or travelers and customs department. The information provided is concise, completed in a simple and accessible manner by Customs Clinic; therefore, any queries or recommendations can be made directly to the customs officials through the forum. Thai Customs Department expects to benefit from the operational revolution scheme as to help facilitate business operators or travelers especially in part of Customs Clinic, which will increase the revenue collection to government. Thanks to the role of trade facilitator of Customs Clinic, the Thai Customs Department aims to solve the traders' problems and barriers and emphasizes transparency, predictability and consistency which can facilitate the international trade and build efficient and effective business systems.



## How to Enjoy the Benefit of Regional CB Activities

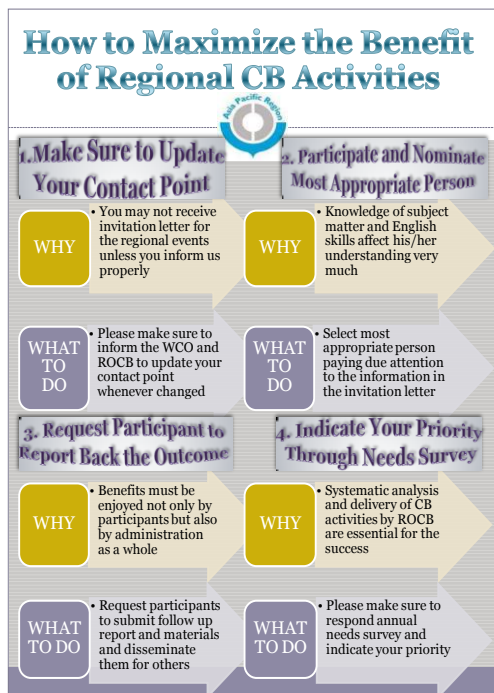
### (Four Small Hints from the ROCB)

The Customs leaders of the Asia Pacific Region highlighted the importance of capacity building in the Regional Strategic Plan 2010-2012. ROCB has been working with the WCO Secretariat, Regional Training Centers (RTCs), donors/partners and of course regional customs administrations to provide a number of capacity building activities. ROCB is committed to improve efficiency and effectiveness of capacity building activities. To maximize the benefits of such regional activities, ROCB would like to highlight the active participation of regional members.

For this purpose, ROCB has identified 4 simple actions which are recommended for regional members to follow. They had been briefed to all participants of the 21<sup>st</sup> Regional Contact Point Meeting held in November 2011 in Bangkok. These 4 simple actions are as below.

- Updating your contact point for smooth communication
- Ensuring participation and nomination of most appropriate person
- Requesting participants to report back the outcome of the regional event
- Responding to the CB Needs survey to inform your needs and priority

It is sure that, with these actions, the benefit of regional capacity building would be further improved. Let us work together for the better results.



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### Future ROCB Capacity Building

- WCO Regional Workshop on Training and HRM, Thailand (28 March – 1 April 2011)
- SAFE Diagnostic mission, Bangladesh (3-14 April 2011)
- WCO Regional Workshop on IPR Train-the-Trainer, Hong Kong (23 – 27 May 2011)
- WCO Regional Workshop on HS expert accreditation, China (13 -17 June 2011)
- WCO Regional Workshop on HS 2012 implementation, (TBD)

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